

Washington State Quality Award Presents
WSQA SYMPOSIUM 2007

Wednesday, May 9, 2007

8:30 am – 4:30 pm

Greater Tacoma Convention & Trade Center
1500 Broadway, Tacoma, Washington 98402

Featuring

**Governor
Christine Gregoire**



presenting this
Year's Awards

**Three National Malcolm
Baldrige Recipients
as Keynote Speakers**

Richland College
*Creating and Sustaining a Culture of High
Performance through Baldrige*

Park Place Lexus
Journey to Excellence

North Mississippi Medical Center
The Baldrige Mirror

And a fabulous selection of Breakout Sessions

Using Baldrige for Performance Measurement, Analysis, and Knowledge Management in Education – *Richland College*

Care Based Cost Management: Bring the "O's" Together – *North Mississippi Medical Center*

Performance Excellence in State Government – *Barb Burgener, GMAP, Office of the Governor; Representative Mark Miloscia and Representative Mike Armstrong, WA State Legislature*

Principle of Being Customer Centric– *Park Place Lexus*

Yes, You DO Want to be a WSQA Examiner – Find Out Why and How! – *Marianne Klaas, Swedish Medical Center*

Using Baldrige to Leverage Performance Excellence in Education - *Jon De Jong and Brian Fones, Wenatchee School District*

Register now online at www.wsqa.net

\$225 conference registration includes continental breakfast, lunch, and parking.
(\$195 early registration discount prior to April 9th)